

Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Customer Engagement Coordinator

| Who's in my team? | |
|-------------------|-----------------------------|
| Team | Customer & Insight |
| Line Manager | Customer Engagement Manager |
| My direct reports | N/A |
| Updated | April 2026 |

What's my role?

To promote, encourage and administer customer participation, empowering customers with flexible, inclusive and accessible opportunities to engage, scrutinise and shape services at Moat. To fulfil our regulatory obligations as set out in the Tenancy Involvement and Empowerment Standards.

What am I accountable for?

- Working with the Customer Engagement Manager to grow and embed our formal customer engagement arrangements.
- Working with the wider business to ensure we continuously listen to and act on all types of customer feedback, including:
 - Managing our Customer Advocates programme.
 - Working with our Insight team so that feedback, data and trends identified through 'touchpoint participation' and in-depth research shape local and corporate action plans.
- Administering support for customer committees and panels.
- Supporting our Neighbourhood teams with the development and continuation of residents' associations.
- Promoting customer engagement initiatives with customers and colleagues, for the purpose of recruiting, encouraging, participation or informing.
- Ensuring effective, high quality and innovative communication with customers, and tailoring to suit individual needs.
- Working with our Comms team on Customer Engagement updates
- To carry out other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
- Keep accurate records and manage all data in accordance with our Data Governance framework and relevant legislation, and best practice.

What do I need?

Entry Requirements:

- A strong customer service focus
- A clear alignment with our Values
- A good standard of education with excellent written communication.
- A demonstrable ability to use customer feedback insight and convert into action.
- Evidence of collaborating on and coordinating group wide initiatives.
- Experience of collating information to aid the creation of executive and committee-level reports.
- Experience of engaging with customers on an individual and group level.
- Strong project management and group coordination skills.
- A good understanding of the social housing sector.
- Appropriate means of transport and the ability/willingness to attend meetings in varying locations outside of core hours.

Proficient Requirements:

- Strong experience of establishing and implementing customer engagement strategies and frameworks.
- Demonstrable experience of managing scrutiny panels and customer advocate programmes.